

Updated Events Registration Process

As a result of recent upgrades to our website, we have also upgraded the events registration process (detailed below). One of the upgrades allows us to automatically add your CPD credits to your profile after you have attended an event.

The new process is as follows:

- Navigate to Upcoming Events (<https://www.gssa.org.za/calendar#all>)
- Identify the event that you wish to attend
- Click on registration and follow the prompts to register online

Members: you will be asked to log in to your profile (this allows us to send you an invoice, upload your CPD certificate to the correct member profile and to send your certificate of attendance, event recording and presentation pdfs to the correct email address).

Non-Members: you will be asked to create a FREE USER account (this does not constitute an application for membership). The User account will ask for contact and billing details only. This only needs to be input once, thereafter you simply log into your User account when registering for future events. This allows us to generate an invoice and then send your certificate of attendance, event recording and presentation pdfs to the correct email address.

Some important notes

Online attendance

- Website registration for online (paid) events closes 48 hours before an event is scheduled to begin (Manual registration is still available for late registrations, subject to a 10% surcharge – send a mail to admin@gssa.org.za for details).
 - Delegates for online events who have not paid by 12h00 the day before the event commences will not be sent a Zoom link to the event and your registration will be cancelled.
 - A purchase order (or proof of payment) secures access to the event login details. Please ensure that such is sent to Marliese at accounts@gssa.org.za (by 12h00 the day before) to secure your place before being allowed entry to the event.

In person attendance

- Registration for in-person events closes 48hrs before the event (or sooner if the venue capacity has been reached) (Manual registration still available for late registrations, subject to a 10% surcharge – send a mail to admin@gssa.org.za for details).
- This is important because we must confirm with the event venue for venue payment and catering requirements.
 - If there is venue space available, payment can be made onsite (credit card, EFT, SnapScan) before the event.

- A purchase order (or proof of payment) secures access to the event. Please ensure that such is sent to Marliese at accounts@gssa.org.za (or bring copy to the event) to secure your place before being allowed entry to the event.

Payment Options

You may pay online at www.gssa.org.za/payment. You can select to pay with Payfast, SnapScan or do an eft or telegraphic transfer. All account details are available on the web and on your invoice. For delegates from outside of South Africa, the Wise App can also be used as a method of payment.

Cancellations and Refunds:

- ***If you are not able to attend an event (even a FREE event), please cancel your registrations (either through the website portal or by email to accounts@gssa.org.za).*** This is especially important for in-person events due to our venue/catering liability.
- Delegates unable to attend a paid event may send a substitute delegate in their place. Please send written details of substitution to accounts@gssa.org.za by 12h00 the day before the event (emergency late substitutions will be accommodated where possible).
 - We must receive the details of the substitution as no-one whose name is not on the official delegate list will be allowed into the event, nor will they receive a CPD certificate.
- Cancellations (without substitutions) must be received at least *48 hours* prior to the date of the event and will be subject to 50% of the registration fee.
- No refunds will be issued for cancellations received *48 hours* or less prior to the event date. No-shows will still be liable for the full registration fee.
- All refunds will only be issued after the event.
- The Organising Committee, in their sole capacity, reserves the right to decline a request for refund.
- For enquiries and group bookings, please contact info@gssa.org.za

Recordings and Presentation PDFs

- As a paid up delegate (or sponsor/sponsored student) you will receive a link to the YouTube recording of this event and the presentation pdfs. Please note that these are for your personal use only and may not be distributed without the express written permission of the GSSA.
- If you attended the event as registered, your Certificate of Attendance will be sent to you and your CPD credits will automatically be updated on the website. We do, however, recommend that you check that they have been correctly added to your profile. *This is your responsibility and the GSSA assumes no responsibility for incorrect CPD information.*
- If you had paid and were not able to attend the live event as planned (or arranged for a substitute), please use the link to watch the recording at a time convenient to yourself. When you are finished, please send a mail to that effect

to admin@gssa.org.za and Kate will arrange to send you a certificate. You will need to add the CPD credits to your profile manually.

- If you wish to purchase recordings of any event, please contact Lully (info@gssa.org.za) or Kate (admin@gssa.org.za) for details.